

Jan. 11, 2023

Subject: The 2023 Practitioner and Provider Manuals Are Available Online and by Request

Dear Provider,

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) would like to inform you that the 2023 Practitioner and Provider Manuals are available online at www.phs.org/providermanuals and by request. Providers may also request a printed copy of the manuals at no cost by contacting their Provider Network Operations relationship executive.

Please note that Presbyterian has two provider manuals that are updated quarterly and more frequently as needed:

- The Universal Practitioner and Provider Manual, which covers Presbyterian's programs, policies and guidelines for Commercial Marketplace, Medicare and Medicaid products
- The Presbyterian Centennial Care Practitioner and Provider Manual, which provides detailed information specific to Presbyterian's Centennial Care programs and requirements

2023 Provider Manual Information

In the manuals, providers can find the following information and more:

- How to submit medical and behavioral health prior authorization requests
- How to submit drug prior authorization requests and exception requests based on medical necessity
- How to access prior authorization criteria and medical policies at www.phs.org or by telephone or fax
- How to access Health Services staff (pharmacy, medical and behavioral health) to discuss prior authorization requests and utilization management issues
- How to obtain or request utilization management criteria
- How to access Presbyterian formularies and updates, including restrictions and preferences (e.g., quantity limits, step therapy and prior authorization criteria)
- How to access Clinical Practice Guidelines at www.phs.org/clinicalpracticeguidelines
- Affirmative statement concerning utilization management decision-making and incentives

- A list of members' rights and responsibilities

Reminder: The Practitioner and Provider Manuals are an extension of a provider's contract with Presbyterian.

If you have any questions about the information within the provider manuals, then please contact your Provider Network Operations relationship executive. As always, thank you for partnering with us to improve the health of the patients, members and communities we serve.

Healthy regards,

Presbyterian Provider Network Operations

Provider Network Operations



Hours: Monday through Friday, 8 a.m. to 5 p.m.



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